MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

BPM2084 – PERFORMANCE MANAGEMENT

(All sections / Groups)

23 OCTOBER 2017
2.30 p.m.-4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of **TWO** (2) pages with **FOUR** (4) Questions only.

2. Attempt all **FOUR** (4) questions. All questions carry equal marks and the distribution of the marks for each question is given .

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

a) As a HR manager, you want to transform your organization's performance appraisal system into a performance management system. In order to convince your top management:

i) Define performance management.

(4 marks)

ii) Discuss any **FIVE (5)** advantages of having a well-designed, properly implemented performance management system.

(15 marks)

b) Identify the differences between task performance and contextual performance.

(6 marks)

(Total: 25 marks)

QUESTION 2

a) Performance management is an ongoing process. Once established in an organization, it becomes part of an organization's culture. As such, sketch the steps in a performance management process.

(5 marks)

b) Both the employee and the supervisor have important roles during the performance execution phase. Explain FIVE **(5)** main responsibilities of employees in this phase of the performance management process.

(20 marks)

(Total: 25 marks)

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QUESTION 3

a) Forced distribution is one of the comparative method in performance management. Describe the advantages and disadvantages of this method.

(10 marks)

b) Distinguish the differences between absolute and comparative systems. What are the advantages and disadvantages for each type of system?

(15 marks)

(Total: 25 marks)

QUESTION 4

a) Identify **FOUR (4)** types of rater errors and explain what can be done to combat these errors.

(10 marks)

b) A large manufacturing firm is implementing a 360-degree feedback system. Examine any **FIVE (5)** factors that can be considered when deciding whether or not to implement the system.

(15 marks)

(Total: 25 marks)

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